



# NexGen News



Volume 4, Issue 3

May/June 2004

A newsletter dedicated to the FAA's electronic messaging system, Lotus Notes.

*NexGen News is published every other month. Have you seen previous issues? If not, they are available on the NexGen web site @ <http://intranet.faa.gov/nexgen>*

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## Did you know...

...the NexGen system handled almost 34 million messages for the months of March and April? The regions with the most message traffic were Washington Headquarters (AWA) and Mike Monroney Aeronautical Center (AMC). AWA came in 1st, with 10.7 million messages, and AMC came in 2nd, with 3.9 million.

*To learn is to change.  
Education is a process  
that changes the learner.  
~George B. Leonard*

## New Features in ND6.5 Upgrade

By Worth Davis (AWA)

In the March/April 2004 issue of NexGen News, we highlighted some of the new features in Lotus Notes 6.5.1, which we will be upgrading to later this year. In this issue we are going to focus on some of the enhancements to the 6.5.1 Lotus Notes Calendar.

Presently, in the Lotus Notes R5 Calendar the Meeting form is separated into 3 different tabbed sections: Basics, Meeting Invitations & Reservations, and Options. On the 'Basics' tab, you fill in key information about the meeting, such as the date, location and time the meeting will be held. Next, you select the 'Meeting Invitations & Reservations' tab to invite people to the meeting and reserve conference rooms and/or resources. On the 'Options' tab you can categorize the meeting, mark it private, pencil it or choose when to be notified prior to the meeting time.

When creating Meeting in the 6.5.1 Calendar, you will notice some very nice improvements. Everything is contained on one page. You no longer have to navigate between various tabs to view all of the meeting information; it is presented on one screen only as shown below.

One aspect of setting up meetings that has always been confusing is scheduling "recurring" or "repeating" meetings. For instance, you have a meeting you need to schedule for the same day and time, every other week. Under the **When** section (refer to #1 in picture) there is a new *Repeats* option below 'Weekly' titled 'Every other'. The recurring dates will display according to the proposed meeting day you select. With this feature, you can see the recurring schedule based on your choices, before you commit to them. There may still be times you need to use the 'Custom' choice for unusual meeting schedules, but you no longer have to manually type in all of the dates.

There is a new "Calendar Selector" that allows you to select the date and then you simply click the "Add selected date" button. Even though you can only add one selected date at a time, this is a whole lot easier than typing each date individually.

The list of new and improved features in the 6.5.1 Lotus Notes Calendar just keeps on growing. The *Scheduler* is no longer hidden behind a tab (refer to #2 in picture). Use the Scheduler to display the times when your invitees, rooms, and resources are all available for your meeting.

Soon you will also be able to use your 6.5.1 Lotus Notes Calendar to schedule all of your meetings, including Online Meetings (currently known as Sametime Meetings). That's right, under the **Where** section (refer to #3 in picture) you can designate to schedule this meeting as an Online Meeting.

Lotus Notes 6.5.1 is coming to you soon! Watch future issues of NexGen News for more highlights.

## Notes Domino 6.5 Training

By Gwen Chasteen (AWA)



The NexGen Training Team is providing several training materials and resources to enable you to get familiar and comfortable with your new Lotus Notes 6.5.1 Client. The client upgrade is not scheduled for most of you until later this summer however, you do not have to wait until you are upgraded to begin accessing the training materials. In fact, I highly encourage that you begin reviewing the material now so you can take full advantage of the resources and training being provided by the NexGen Program Office.

One resource available is the: *Lotus Notes 6.5 Quick Reference Guide by Nevada Learning Series*. This col-

orful, six-1/2 page tri-fold guide, provides basic step-by-step instructions for using the 6.5 Lotus Notes Client, as well as a "What's New" section highlighting important new features and the most useful shortcuts. This is available electronically on the NexGen website, <http://intranet.faa.gov/nexgen/> and in a hard copy format. Hard copies will be distributed when your client is upgraded.

Another resource is: *National NexGen End User Training Resources database*. This database contains several courses and quick reference guides for end users. The following courses are available: End User Update Course, Mail & Calendar Essentials, Domino Web Access User Essentials Course, and End User Essentials (for first time Notes users). The following is a list of quick reference guides: What's New in Notes Quick Guide, Quick Guides for both Mail & Calendar, Quick Guide for Domino Web Access Users (for-

mally known as Web Mail), and a Quick Guide for Users.

To access the training resources database, from within Lotus Notes select **File, Database, Open**. The Open Database dialog box will appear. Step #1: Select your regional APPS1 server, (xxxAPPS1/xxx/A/FAA where "x" is your 3-letter regional identifier). Step #2: Scroll, or use the type-ahead feature, and select the discussDB folder. Step #3: Once you have highlighted the discussDB folder, double-click to open folder. Step #4: Next, scroll through the subfolders and select the National folder. Step #5: Scroll through the list and search for Natl-NexGen-End-User-Training. Select the database and finally, click the Open button.

A third resource is the: *National NexGen End User Information database*. This database provides you new and updated information on Lotus Notes 6.5.1 in addition to Commonly Asked Questions and their corre-

sponding answers. To access this database follow the steps previously outlined except in Step #5, scroll through the list and search for Natl-NexGen-End-User-Information. Select the database and click the Open button.

Furthermore, registration has started for Local Support Personnel. The 6.5 Local Support Update course will be offered June - December 2004 and will be delivered via Sametime Meeting. This course introduces Local Support & Regional Messaging Administration Teams (RMAT) to the new features and capabilities of the Lotus Notes/Notes Domino 6.5 Client and the Custom Client Install Packages that will be used throughout the upgrade. Access the latest course schedule from the Schedules menu on the NexGen website, <http://intranet.faa.gov/nexgen/>. Local Support personnel, please contact your RMAT to register for this class.

## Program Office Perspective NexGen Operations Support (NOS)

By David B. Smith (AWA)

The NexGen Program Office (NGPO) would like to introduce the group of individuals who are responsible for the ongoing operations of the NexGen Messaging System at the FAA. This is the NexGen Operations Support team, also referred to as the NOS. This team of talented individuals monitor the NexGen environment 24 hours a day, 7 days a week, 365 days a year. They provide tier three support to RMATs during business hours and to all employees during non-business hours.

The NOS was first chartered by the NGPO in November, 2001 to support the FAA's migration from ccMail to Lotus Notes. The NOS was originally directed to assist with the support and training of the Regional Messaging Administration Team's (RMATs) as users were migrated from ccMail to Lotus Notes. In the early days of the migration, the call volume was very high. As the program has matured, RMATs and Local Support



Pictured L to R:  
Andre Coqueran,  
Kurt Summer,  
David Smith,  
John Witcomb,  
James Gibson,  
and Brian Dahl.

have been able to provide most of the user support, which has allowed NOS to focus more on operations enhancement and improvement. The NOS has been responsible for ensuring 99.97% availability of the NexGen Messaging servers and ensuring that the end-to-end delivery time of email messages within the FAA does not exceed 15 minutes.

The NOS team is comprised of 13 individuals who bring an impressive total of 74 years of combined Lotus Notes experience to NexGen. Currently, four of the team members have been

with the NOS since its inception. In addition to providing tier three helpdesk support, NOS is also responsible for the day-to-day administration of the servers. Some of these duties include: Continuous monitoring of all NexGen servers; Hardware and software maintenance support; Immediate intervention in times of critical outages; Preventing or minimizing virus breakouts and activity; Managing data backups; Proactive knowledge compilation and transfer to the NGPO and RMATs, via weekly telecons, support databases, and email; Providing re-

ports, event summaries, and statistics to the NGPO for review; Providing input and review of new technology as applicable to the NexGen environment, as well as new versions of current products; Project implementation as required by the NGPO.

The goal of the NOS team is to provide continuous operations of the NexGen Messaging System with minimal disruptions. When disruptions do occur, they are dedicated to putting forth their best effort to restore operations to normalcy in a timely manner.



## Self Service Center Coming Soon

By Suzanne Austria and Nicole Dorsey (AWA)



As part of the Organizational Hierarchy effort to populate useful information in the FAA Lotus Notes Directory, we are developing a web application, called the "Self Service Center" where you will be able to directly update your personal profile. For the past two years we have been sending email messages that ask you to provide or validate your personal information such as your routing code, or

your mailing/physical addresses. One of the benefits of the "Self Service Center" is that we will no longer send you those types of emails. You will continue to receive an email message from NexGen, however this message will contain a URL (or web address) where you can update your profile directly. The information you provide will automatically update the Lotus Notes Directory.

Another benefit is that you do not have to wait for a message to be sent to you to make any changes to your profile. This process would typically take up 72 hours. You will no longer have to rely on anybody but yourself to update your personal profile. The power to control

any changes, and the accuracy of your personal profile, is in your hands.

The third benefit for developing this web application is for our Web Mail users. Currently Web Mail users are unable to reply to those types of email messages. If you are a Web Mail user and do not have access to the Notes Client, you will be happy to know, that you will no longer have to wait for someone on the Directory Services team to input your information. You will soon be able to directly update your personal profile as well.

By entering your personal information, you are helping differentiate yourself from others who have similar names when address-

ing email messages. It can also provide help desk personnel your work phone number and physical location when resolving help desk tickets, as well as resetting your Internet password in case it has expired or been forgotten.

Where are we now? We are scheduled to pilot the Self Service Center in late June. We plan on making the Self-Service Center available approximately mid July after completion of the pilot. More details will be provided in the next issue. In the meantime, if you have any questions regarding this effort, please send an email to 9-AWA-NexGen and someone from the Directory Service team will contact you.

## New Domino Web Access Coming Soon

By Suzanne Austria (AWA)



In the past two newsletters we have announced that an upgrade to your Lotus Notes Client is coming. Well how about those of you who can only access email via the R5 Web Mail Client? We did not forget about you! When your Lotus Notes Client is upgraded from R5 to ND 6.5.1, your current Web Mail Client will be replaced by the new, Domino Web Access Client

(DWA), formally known as iNotes. Everyone who upgrades will have access to DWA. DWA has many additional features that the current Web Mail Client does not offer.

Once you upgrade to DWA, you will notice a completely different look and feel and have much better functionality than what you experienced with Web Mail. For starters you will notice a colored background. You will also notice that you no longer have the New Memo, Folder, Delete and other buttons at the top of your screen. You will have six-tabs with Roll-Down Menus. These include: Welcome, Mail,

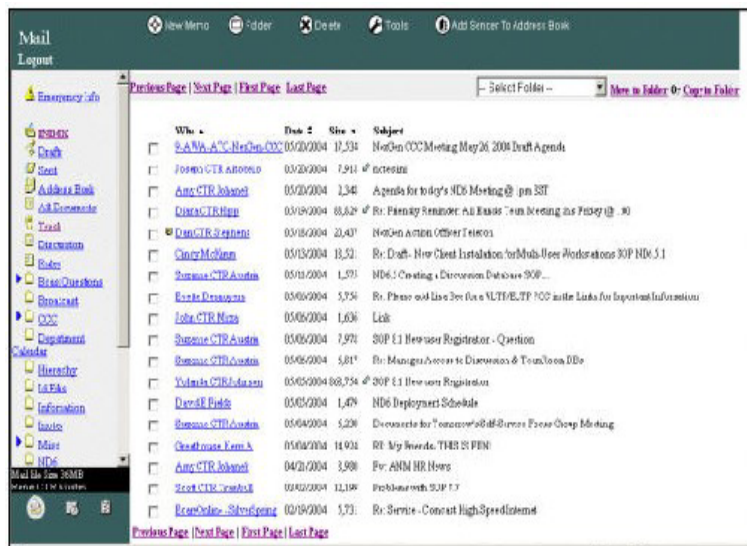
Calendar, ToDo, Contacts, and Notebook. Next, we'll provide a brief description of each tab.

1. The Welcome tab can be modified to display your Inbox, Calendar, a Web page, or a list of URLs
2. The Mail tab is where you find your Inbox containing your messages and folders.
3. The Calendar tab keeps track of your meetings, appointments, reminders and events.
4. The ToDo tab lists your tasks and projects.
5. The Contacts tab allows you to email addresses and other information.

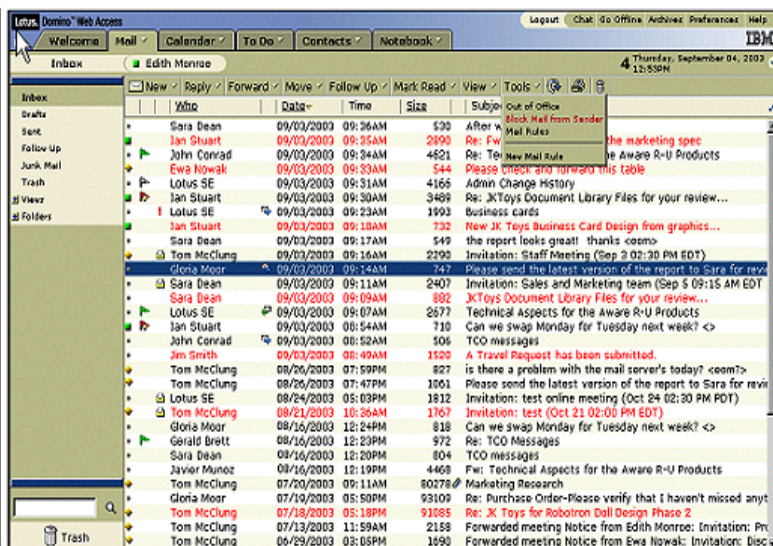
6. The Notebook tab allows you to store free-form notes.

Another new feature will allow you able to access the Personal Address Book created in your Lotus Notes Client from DWA. This is not available in the R5 Web Mail Client

There are several more advanced features that give you more control over messaging, including mail preferences such as adding a text signature, mail rules, marking messages for follow up, digital signatures, message encryption and the list goes on. Stay tuned for more DWA details in future releases of NexGen News.



Current Web Mail



New Domino Web Access

## Just for Fun

### New Features and Enhancements for Lotus Notes 6.5.1

K	U	N	B	J	Q	C	U	S	T	O	M	I	Z	E
L	P	W	R	D	O	M	F	A	V	X	I	D	Z	P
W	G	Q	W	I	N	D	O	W	T	A	B	S	C	A
F	R	V	H	O	M	V	Q	A	N	X	E	R	Y	T
H	A	E	Q	M	I	N	I	V	I	E	W	S	V	T
C	D	W	Q	Z	C	S	H	J	L	C	E	A	M	A
N	E	T	T	Y	N	S	R	A	V	N	F	F	W	C
U	N	J	B	O	O	K	M	A	R	K	S	P	L	H
A	S	D	F	Q	Y	M	Y	L	B	C	X	Z	P	M
L	P	D	E	T	Y	U	B	K	Z	L	M	F	A	E
U	I	E	H	A	E	Y	B	M	F	O	O	R	Q	N
G	O	T	P	N	C	V	S	H	Y	E	W	O	J	T
D	R	A	G	A	N	D	D	R	O	P	G	I	T	S
S	A	C	I	P	H	E	F	B	C	X	U	L	Q	F
A	J	H	L	O	N	I	M	O	D	S	E	T	O	N

UPGRADE  
NOTES DOMINO  
ATTACHMENTS  
CUSTOMIZE  
MINIVIEW  
LAUNCH

DETACH  
DRAG AND DROP  
BOOKMARKS  
TOOLBAR  
WINDOW TABS

Answers on the NexGen Website

For the latest news, schedules, and information; check the NexGen Website often at:

<http://intranet.faa.gov/nexgen>

*If you have made mistakes, even serious ones, there is always another chance for you.*

~Mary Pickford

### Calendar of Events

#### May 2004

--Completed ND6.5.1 Management Briefings  
--Deployed NIAM (see page 4 of Jan/Feb 2004 for article)  
--Completed ND6.5 Server Upgrade Validation in AEA & AAL

#### June 2004

--Continue Union notification of 6.5.1 Upgrade  
--Begin Early Adopters to 6.5.1 Client  
--Deploy Release 4 of Avery

*Wishing you a Happy  
and Fun*



*The NexGen Program  
Office*

Your thoughts are important to us and we want to hear from you. If you have any comments or suggestions on the Newsletter, please send them to 9-AWA-NexGen.

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## Avery

By Karen Doughty (AWA)



You may have heard the name "Avery" mentioned in meetings or conversations during the last few months. It's not the name of a new person that has joined the agency. It's not the name of a new building. **Avery** is a Lotus Notes based correspondence tracking system that is now available to the Air Traffic Organization (ATO) for tracking all correspondence items, such as Congressionals.

Under the direction of ATO, the Information Technology Organization and the NGPO immediately began work with other resources from William J. Hughes Technical Center on the solution. Basically, we modified an existing tool to meet a critical subset of requirements within a two-week time frame. The requirements were gathered from ATO Document Coordinators, Execu-

tive Assistants, Administrative Assistants, ATO Managers of Administration, and secretaries responsible for correspondence tracking.

The plan included the use of a phased approach that would deploy several releases of Avery in approximately four-week cycles. We have stayed on target with the aggressive schedule. Release 1 was deployed March 23 and Release 2 was deployed April 26. On May 26, Release 3 was deployed. At the end of May an Avery Focus Group meeting will be held to review and refine requirements for future enhancements.

The Avery Correspondence Tracking system can be accessed and used by any and all personnel designated by the ATO. This includes personnel at Headquarters, the two Centers, the nine Regional Offices, and all FAA field facilities. Avery tracks all types of correspondence specified by the ATO. Eventually, due to the automation of the correspondence tracking process by Avery, the paper part of the process will no longer be necessary.

Because of the widespread use of Avery throughout ATO, the NGPO has provided eight End-User Training sessions to over 100 attendees, training for two Regional Messaging Administrator Teams, and Avery Technical Support Training for Headquarters. We are in the process of scheduling additional training sessions for field facility personnel. This training will be offered via Sametime Meeting.

You may have also heard that AIO has initiated an effort to provide a correspondence tracking system to the entire agency. The NGPO is working with AIO to understand how the Avery ATO initiative will fit into an overall agency solution. For now, ATO employees will continue to use Avery.

If you are an ATO Document Coordinator and require Avery training, and/or you would like more information regarding Avery, please email the **AWA-NexGen-Correspondence-Tracking-Feedback-Mail-in** database. Someone from the Avery Team will contact you.